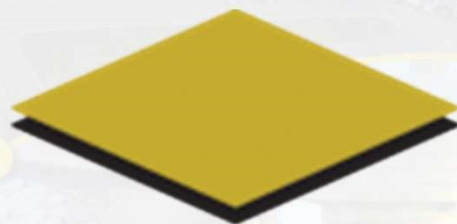


**We've Got  
You Covered.**

1. Gunite
2. Anchor Welding
3. Protective Brick
4. Connections
5. Ceramic Fiber Modules
6. Burner Tiles
7. Trowel



**Diamond**  
*Refractory Services*

*An EMCOR Industrial Services Company*

# H.E.L.P

**Helping Everyone Learn and Participate**

Fluid Catalytic Cracking Unit (FCCU)

**IBR BEST PRACTICE SEMINAR 2024**

# DIAMOND REFRACTORY SERVICES

We've Covered.

1. Units

➤ Diamond Refractory Services is a medium-sized refractory specialty contractor based in Houston, TX.

4. Connections

➤ Started in 1999, our key management personnel have become a nationally recognized specialty refractory FCCU team, completing over 160+ TA's.

6. Burner Tiles

➤ Our primary focus is to plan, schedule, and Safely complete every job, Under Budget and On Time.

Fluid Catalytic Cracking Unit (FCCU)

➤ We always represent the client and owner's best interest. We focus on providing the data necessary to make informed cost-effective decisions.

We've Got  
You Covered.

# H.E.L.P Card Program

## Purpose

- The H.E.L.P Card Program aims to strengthen our safety culture by emphasizing peer-to-peer observation and recognition
- Promote behavioral based safety and H.O.P principles to strengthen our efforts of creating a workplace where safety is everyone's responsibility and priority
- Highlight the role of leadership in driving safety initiatives and fostering a culture of accountability and continuous improvement throughout our organization

# H.E.L.P Card Program

## What is the H.E.L.P Card Program

- The H.E.L.P Card Program is a proactive safety initiative where employees utilize “HELP” cards to identify and acknowledge safety behaviors exhibited by their peers
- This program empowers employees to actively engage in promoting and reinforcing safe work practices
- It allows employees to provide feedback of our current safety program and work process and suggest changes they think will improve our overall performance
- It is a method for letting our people know that we care about their feedback, and we recognize their contributions as they the most important asset of our organization



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You Covered.

# H.E.L.P Card Program

## H.E.L.P in the Field

- In the field, employees are encouraged to carry HELP cards and use them to recognize safe/unsafe behaviors, observe established work practices, and provide feedback on what they think can be improved or changed
- This program fosters a culture of peer support and continuous improvement in safety and work practices
- Employees who are recognized, provide feedback, or submit a significant observation are acknowledged and praised in front of their peers in addition to receiving incentives for their contributions

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You Covered.

# H.E.L.P Card Program

## Behavioral Based Safety and Human Organizational Performance

- The HELP program aligns with Behavioral-Based Safety (BBS) principles by focusing on observable behaviors and their impact on safety
- By incorporating Human and Organizational Performance (HOP) concepts, we address both individual behaviors and systematic factors to enhance safety performance
- The program highlights open communication and learning from hazards recognized, near misses, and identified unsafe behaviors to prevent future occurrences

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You Covered.

# H.E.L.P Card Program

## H.E.L.P Program Success

- Diamond Refractory has seen significant improvements in safety culture and performance through the implementation of the HELP program
- Feedback throughout all levels of our organization demonstrate the positive impact of peer recognition and support on safety outcomes
- The HELP Program has created a positive safety culture that directly impacts organizational performance in several keyways such as improved employee engagement, enhancing productivity, saving costs, improving company reputation, and driving innovation

**We believe safety culture fuels success**

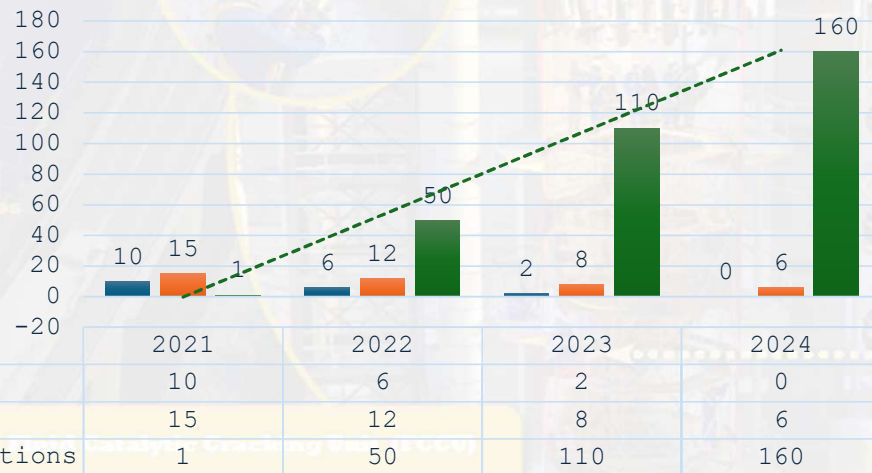
# H.E.L.P Card Program

We've Got You Covered.

1. Gunite
2. Anchor Welding
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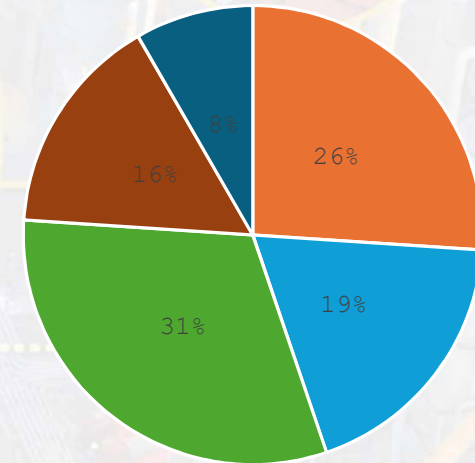
## H.E.L.P DATA

### MPC GBR Project



- First Aid Incidents
- Near-misses
- H.E.L.P Card Observations
- - - Linear (H.E.L.P Card Observations)

### H.E.L.P Card Observations 2024 YTD



- Peer-to-peer recognition
- Significant Hazards Identified
- Unsafe Behaviors Identified
- Nea miss reporting
- Improvement Observation



We've Got  
You Covered.

# H.E.L.P Card Program

1. Gunite
2. Anchor Welding

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Client: \_\_\_\_\_



**H.E.L.P. CARD**  
(Helping Everyone Learn & Participate)

OBSERVATION	Safe	At Risk	Corrective Actions / Comments
Permits / JSA			
Personal Protective Equipment			
Housekeeping			
Walking & Working Surfaces			
Proper Tool / Inspected			
Craft Safety Awareness			

## Safety Improvement & Observation (SIOP)

*Your Safety Time To Shine!*

Process: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## Employee Recognition Program

*Employees who have the courage to help eliminate or prevent unsafe acts/conditions deserve recognition. Who went above and beyond company expectations?*

I believe \_\_\_\_\_  
(Person's Name)

should be recognized for the following action:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

We've Got  
You Covered.

# H.E.L.P Card Program

## Program Outlook and Sustainability

- **Continue** improvement efforts and amplification of program influence throughout the organization
- **Maintain** emphasis on the program's long-term sustainability by integrating deeply into daily operations and the organizational culture
- **Share** forthcoming initiatives aimed at elevating safety practices and further reinforcing the program's efficacy
- **Encourage** active employee involvement by seeking feedback and suggestions for on-going improvement and evolution of the program
- **Reiterate** the unwavering organizational commitment to prioritizing safety, nurturing a culture of collective responsibility, and fostering a mindset of continuous learning for enduring success

We've Got  
You Covered.

# H.E.L.P Card Program

## Conclusion

The HELP Program stands as a beacon of safety excellence within our organization, empowering employees to champion a culture of proactive risk mitigation and peer recognition. Diamond Refractory is committed to sustainability and continuous improvement for a safer and more resilient work environment for all, mission first people always.



# THANK YOU

We've Got You Covered.

- 1. Gunite
- 2. Anchor
- 3. Pre-cast Brick



**Diamond**  
Refractory Services  
An EMCOR Industrial Services Company



THE 37th ANNUAL  
**SAFETY EXCELLENCE AWARDS**

PRESENTED BY

